



## ACCESSIBLE CUSTOMER SERVICE PLAN

Indexable Cutting Tools of Canada Limited is committed to excellence in serving all customers including people with disabilities.

### **Assistive devices**

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods and services.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

We will notify customers of this by posting a notice on site at 66 Clark Street and on our website at [www.indexable.com/contact](http://www.indexable.com/contact)

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities we, Indexable Cutting Tools, will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

- Parking for the disabled is located just outside the main side entrance at 66 Clark St
- Trained personnel located by the main entrance to help all individuals visiting Indexable.

The notice will be made publicly available on site at 66 Clark Street and on our website at [www.indexable.com/contact](http://www.indexable.com/contact)

## **Training**

Indexable Cutting Tools will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- Controller: Karen Rousseau
- Manufacturing Supervisor: Craig Magnus

New staff that will be in direct contact with the disabled will be trained on our Accessible Customer Service within 3 months of being hired.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard
- Indexable Cutting Tools plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.  
These include Safety glasses, proper foot ware, and trained guide
- What to do if a person with a disability is having difficulty in accessing Indexable Cutting Tools goods and services.  
Staff will also be trained when changes are made to our accessible customer service plan.

## **Feedback Process**

Customers who wish to provide feedback on the way Indexable Cutting Tools provides goods and services to people with disabilities can provide feedback in the following way(s):  
Email us at [info@indexable.com](mailto:info@indexable.com) or contact us directly at 1-800-446-4946 and ask to speak with our controller.

All feedback, including complaints, will be handled in the following manner:

All feedback or complaints will be handled within 48 hrs. on a direct basis with the complainant.

## **Notice of availability**

Indexable Cutting Tools public accessible customer service notice is on our website at [www.indexable.com/accessibility](http://www.indexable.com/accessibility)

## **Modifications to this or other policies**

Any policy, practice or procedure of Indexable Cutting Tools that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.